



# PULSE SD



South Dakota Office of Rural Health – Emergency Medical Services

EMS PROGRAM QUARTERLY NEWSLETTER

March 2022

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## Director's Welcome

By Marty Link, EMS Program Director

Welcome to this edition of PULSE-SD. Year 2022 has certainly been a flurry thus far and we anticipate a busy rest of the year as well. As of this writing, legislative session is well underway; there are several bills introduced that are posed to impact Emergency Medical Services.

Below is a brief of each:

**SB 93: An act to revise certain provisions related to the use of epinephrine and supraglottic airway devices by ambulance services.** This bill includes clean up language moving epinephrine and supraglottic language from 36-4B to 34-11. Further, SB 93 will allow EMTs to draw Epi via a single dose vial and administer via injection. This will allow of an alternative delivery mechanism vs. the Epi-Pen.

**HB 1121: An act to revise certain provisions to advanced life support personnel.** This is also clean up language which proposes definition changes to Emergency Medical Services (36-4B.6), Patient (36-4B.20), and Prehospital Care (36-4B.21).

**HB: 1122: An act to require criminal background checks for emergency medical technicians and advance life support personnel.** This bill follows the COMPACT legislation from 2021 and is required for a member state of the COMPACT.

**HB: 1285: An act to create a critical care endorsement for emergency medical technician-paramedic.** This bill would allow for revenue above the ALS 2 reimbursement level for Paramedics.



## Director's Update

By Marty Link, EMS Program Director

Our office is also following funding proposed by Governor Noem to support three main initiatives for Emergency Medical Services in South Dakota. Those initiatives include:

**Regional Service Destination:** Please don't be concerned about the title. This initiative would allow for a comprehensive analysis of pre-hospital care statewide, which would be followed by sizable grant opportunities in the future. The goal behind this initiative is to support long-term sustainable and reliable EMS well into the future.

**Telehealth Services:** This initiative will provide for the initial purchase of services and technology along with ongoing support for incorporating telehealth into EMS. In essence, this would allow for EMS personnel to connect with a healthcare professional to assist in a complex case, assist in de-escalation of a patient suffering a mental health crisis, and arrange downstream transport of a high acuity patient to tertiary services, etc. We are very excited about how this service would greatly impact pre-hospital care now and into the future.

**LIFEPAK Replacement:** This initiative would support the replacement of monitor/defibrillators in every licensed ambulance across SD. Technology advances have improved greatly over the past decade, along with the ability to streamline data flow from an EMS service to the receiving facility—further enhancing patient care and treatment.

### **Instructor/Coordinator Contract**

The EMS Program has signed a contract with the Northeast SD Area Health Education Center (AHEC) to review current Instructor/Coordinator practices, provide instructor training, and ultimately work in conjunction with the SD Instructor Coordinator Society of the SDEMSEA to improve NREMT pass rates at or above the national EMT level. We are excited about this joint venture and look forward to share work this group will be performing over the next year.

### **Community Health Worker (CHW) Grants**

Many of you are aware of the CHW grants provided by the SD Department of Health. Several ambulance services have applied for and received funding to support alternative ways to care for our patients. Ambulance services compliant with CHW statutes can bill SD Medicaid for services rendered at a patient's home.

I am personally excited about these grants. The CHW program can redefine pre-hospital care in a way we have not seen to date. However, it takes vision and determination to realize the potential benefits that can be realized locally.

Continued on Next Page

## Director's Update

By Marty Link, EMS Program Director

### Digital Radio Grant

In the last newsletter, we wrote about a statewide grant to supply ambulance services with new P25 compliant digital mobile radios. The Department of Health, along with Motorola, has held several meetings in preparation for this project. Many services have already begun the conversion process to the new digital radios. If you have any questions or concerns regarding this project, please reach out to Bob Hardwick at 605.773.4440 or [Bob.Hardwick@state.sd.us](mailto:Bob.Hardwick@state.sd.us).

### Helmsley AED

The EMS Program is in its third year administering the Helmsley Charitable Trust First Responder AED grant. This grant has supplied over 1200 Stryker CR2 AEDs to law enforcement officials statewide. To date, we have seen over 450 deployments where law enforcement has applied an AED to a patient in an Out of Hospital Cardiac Arrest (OHCA).

### Communications and Service Contacts

I wanted to reinforce to you the importance of having your ambulance service director information updated on a continual base within our ImageTrend License Management System (LMS). This includes the primary contact, phone number, and email. There have been recent grant opportunities available to EMS agencies as of late. Some of these grant opportunities are time-sensitive with a very short turn aroundtime. Our main form of communication is through your agency service director.

It is equally important to review your roster and personnel access to your agency's LMS and electronic Patient Care Report (ePCR) systems. Personnel who are no longer affiliated with your agency should have their login access restricted. We encourage your agency to initiate policies around these security features if you have not done so already.



## EMT Recertification

By Lance Iversen, Education & Professional Standards Coordinator, State EMS Data Manager

EMTs whose South Dakota EMT Certification will expire this cycle, please log into your E-Licensing account (<https://southdakota.imagetrendlicense.com/lms/public/portal#/login>) and apply for recertification before March 31, 2022. If your SD EMT certification expires, you are not legally able to function as an EMT on a SD Licensed Ambulance Service.

If your SD EMT Certification expires, you can apply for Reinstatement if you meet the requirements. Please do not select that you want to renew your certification if it is expired as it is not a renewal, rather it is a reinstatement.

Renewing your National Registry Certification does not automatically renew your SD EMT Certification. If you plan to keep your SD EMT Certification, you have to log into your E-Licensing account and apply for recertification.

If you need help navigating around your E-Licensing account, we have detailed step-by-step instruction guides for nearly every area of the system, which are located on the EMS Program's website. This is the direct link to the page where all the instruction guides are located: [https://doh.sd.gov/providers/ruralhealth/EMS/E-Licensing\\_Instructions.aspx](https://doh.sd.gov/providers/ruralhealth/EMS/E-Licensing_Instructions.aspx)

Please keep your contact information up-to-date in your E-Licensing account, such as your phone number, mailing address and email address.

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## HALO supplies

By Lance Iversen, Education & Professional Standards Coordinator, State EMS Data Manager



The state still has accessories for the CleanSpace Halos that were distributed last year to participating ambulance services.

If you need more accessories, please contact Lance Iversen at 605-394-6027 or [Lance.Iversen@state.sd.us](mailto:Lance.Iversen@state.sd.us)

## Instructors - BLS Education

By Lance Iversen, Education & Professional Standards Coordinator, State EMS Data Manager

If you are an Instructor for BLS education (continuing education courses, initial EMR and EMT courses, Specialty courses, or BLS Refresher courses) and have Instructor Permissions in your E-Licensing account, please keep your contact information up-to-date. This includes your email, address, and phone number(s).

When you submit applications to have education classes, one of the biggest areas on the application some are failing to do is going to the second tab (Credit Hours) of the application form and selecting the topic(s), sub-topics (if applicable), and the number of hours for each topic. Once you complete the first page of the application, click the Save and Continue button at the bottom of the page. Once the page refreshes, you need to click the “Credit Hours” button and finish that page before you finalize and submit the application:



**Course: Test Test**

Number: SDCE2577  
 Date: 2/4/2022 - 2/4/2022  
 Location: Statewide  
 Instructor: IVERSEN, LANCE T  
 Attendees: 0 total  
 Credited: 0

**ⓘ** This course is not yet created. Please finish entering info and click "Finalize Course Creation" button to finish adding the course.

View and update the number of hours that are applicable to each topic for this training.

Course Details
Credit Hours
Attendees
Documents (viewable to Public)

The topic options and credit hours are restricted based on the selected course type in Public Portal

Airway/Respiration/Ventilation

1.5

-

**Options**

Ventilation
  Oxygenation
  Supraglottic Airway Devices
  Suctioning

Pulse Oximetry
  ETCO2
  CPAP
  BiPAP
  Obstructed Airway

Resp. Distress
  Croup
  Epiglottitis
  COPD

+ Add Topic
 

-

✓

Save

→ Finalize Course Creation

← Back

Modified: 02/04/2022 1:45 PM by IVERSEN, LANCE T  
 Created: 02/04/2022 1:45 PM by IVERSEN, LANCE T

All courses you apply for automatically will close for editing 30 days after the course end date. Instructors must go into their course and add attendees. They will sign them off with the completion date and change their status to Pass before the course closes (which is 30 days after the course end date). I get calls or emails daily from Instructors who need me to go in and unlock their courses so they can add their attendees and sign them off because they failed to do so within that 30-day window.

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South Dakota Department of Health—Office of Rural Health—EMS Program

## Instructors - BLS Education

(continued)

By Lance Iversen, Education & Professional Standards Coordinator, State EMS Data Manager

Instructors must apply for their education course(s) **BEFORE** to the start date of their training. I have received applications to hold training that are a year past. Moving forward, courses applied for, that have already taken place and the instructor did not apply before the course, will not be approved. No credit will be given to those who attended the training. Instructors need to be proactive when planning their education courses and get their applications in before the start of the training (preferably 20 days before the start date).

For every type of course, (Cont. Ed., Refresher, Initial EMR or EMT, Specialty) the instructor must go back in and add the attendees (EMR and EMTs) who attended the training and sign them off with the completion date. They must then change the attendee's status to Pass. This automatically records the course info, topics, and hours directly into the EMR or EMT's State E-Licensing account – Education – My Report. It will also auto-generate a certificate of training, which will go into the EMR or EMT's E-Licensing account under their Documents section.

Instructors – if you need assistance with the process, please review the Instructor Instructions guide located on our website. Here is the direct link to these instructions: <https://doh.sd.gov/documents/EMS/InstructorInstructions.pdf>.

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## **SIM-SD** (Simulation In Motion-South Dakota) [sim.sd.gov](http://sim.sd.gov)

By SD Department of Health

Many pre-hospital and hospital emergency care personnel in South Dakota only encounter a critically ill or injured patient once or twice a year. SIM-SD is a one-of-a-kind mobile education program designed to give providers the chance to encounter a similar 'patient' multiple times with focused feedback in a managed-stress environment.

The benefits of the SIM-SD Program include:

- Accessible, hands-on training for pre-hospital and hospital personnel provided in their communities;
- Enhanced team performance in critical care crisis management;
- Standardized curriculum to assure uniform educational opportunities;
- Access to state-of-the-art equipment, including life-like human patient simulator mannequins;
- A non-threatening learning environment where the mannequins simulate complex medical and trauma patients;
- An opportunity for medical personnel to test and practice their critical thinking reaction and skills, leading to a high degree of familiarity and confidence;
- Focused feedback in a low-stress environment.

## New ePCR Form (NEMSIS 3.5.0)

By Lance Iversen, Education & Professional Standards Coordinator, State EMS Data Manager

The Office of EMS (OEMS) at the National Highway Traffic Safety Administration (NHTSA), the National EMS Information System (NEMIS), the National Association of State EMS Officials (NASEMSO), along with every State EMS office across the nation have been working to transition to the new version of the electronic patient care report system/form (ePCR). It is based on the updated NEMSIS standards, version 3.5.0.

This new version (v3.5.0) has a few more data elements that you will see in the new ePCR form when you do your patient charting. Other data elements have been retired. For the most part, you won't see a vast difference in the data elements on the form; however, there will be a slightly different flow of the form and more required data elements.

All the agencies, as noted above, have been working on these new data sets for several years. We, South Dakota, have been building our new V3.5.0 form since last summer. Our new form is nearly complete, and we have partnered with seven SD Ambulance Services who use our ImageTrend Elite system (direct users) to Beta-Test our new form. The consensus from our beta group is they like the new form, the flow of the form, etc. As we finish building our new form, we will have this group of seven services go in and do practice charts in our demo site, get their feedback, and do any adjustments needed (fix visibility and validation rules as needed, etc.).

Currently, we anticipate fully transitioning to the new form the third or fourth quarter of this year. As soon as our vendor has everything complete on their end, we can do testing with NEMSIS for data imports/exports, then get our data elements (schematron files with validation rules, data dictionary, etc.) to all third-party vendors so they can build their client's forms with all the data elements we require for South Dakota.

If your service does not use our ImageTrend Elite product, you should get in touch with your ePCR vendor to communicate the South Dakota timeline and learn how close their product is to being ready for v3.5.0.

If you are curious about what is involved with building the form with all the data elements, at the National and State levels, this is the link to the NEMIS version 3.5.0 EMS/DEM/State Data Dictionary page (845 pages): [https://nemsis.org/media/nemsis\\_v3/release-3.5.0/DataDictionary/PDFHTML/EMSDEMSTATE/NEMSISDataDictionary.pdf](https://nemsis.org/media/nemsis_v3/release-3.5.0/DataDictionary/PDFHTML/EMSDEMSTATE/NEMSISDataDictionary.pdf). This is what we must follow to build our ePCR form.

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## New ePCR Form (NEMESIS 3.5.0)

By Lance Iversen, Education & Professional Standards Coordinator, State EMS Data Manager

Our plan at this time is once our new form is complete and has been beta-tested by the seven services, we will open it up to everyone to go in and do practice charts for a month. Then, we will switch off the current ePCR form and activate the new one. We will have the new Demo Agency site placed on our website with the username and password (as it is now with our current Demo site and form).

We will keep ambulance service directors informed of the transition timelines and when the V3.5.0 Demo site will be available to do test charts. We will be reaching out to all the third-party vendors/ambulance service directors soon with our required data elements and their data import plans and timeframes to complete.

This is what the new form format will look like for those who use the state-provided Elite system. Depending on the fields you select as you document, it will turn other areas/items red (required)/on or turn off/hide fields:

The screenshot displays the NEMESIS 3.5.0 ePCR form interface. At the top, there is a search bar and a toolbar with icons for Save, Print, PDF, EKG, Messages, and Close. The main content area is titled "Dispatch Time, Crew, Incident/Response #s" and includes a green "Save" button. Below the title, there is a section for "Crew Members" with an "Add" button and a table showing a crew member: Clinician, Tom, EMT, Primary Patient Caregiver, Driver/Pilot. Other fields include Unit Notified by Dispatch Date/Time (02/07/2022, 10:10:37), Incident Number (Demo IN v3.5 - 576), EMS Response Number (Demo RN v3.5 - 576), EMS Agency Name (Demo v3.5), EMS Agency License Number (Dv3.5), Software Creator (ImageTrend, Inc.), and Unique Auto-Populated PCR Number (1bbed4c2ce284a42993fa8cfe675e354). A "Next" button is located at the bottom right of the form. The left sidebar contains a list of form sections, with "Dispatch Time, Crew, Incident/Response #s" selected. The bottom status bar shows "No Patient Name Entered", "-101 Validation", and "Status: In Progress".

## SD Ambulance Service License Renewal

By Lance Iversen, Education & Professional Standards Coordinator, State EMS Data Manager

Beginning April 1<sup>st</sup>, those who have the permission settings in their E-Licensing account of Director, Assistant Director, or Operations Manager will be able to log into their E-Licensing account, go to their service account and apply for ambulance service license renewal.

All SD Ambulance Service Licenses expire on June 30<sup>th</sup> of even number years.

Before you apply for relicensure, Service Directors, Assist Directors, and/or Operations Managers should go into their service account and review their personnel list and add/remove providers, review, and update your vehicles, etc. Your personnel list needs to be kept up-to-date at all times. This includes having all your EMS level providers, drivers, pilots, RNs, LPNs, etc. in your service's Personnel list. You should also review your vehicles to make sure all that information is up-to-date as to when we process your ambulance service license renewal application. We will send you vehicle permit stickers, which are numbered, and will be assigned to each of your vehicles (ambulances and aircraft). You will need to affix to your vehicles. If you do not have a permit sticker on your vehicle(s)/aircraft (attached in the allowed locations as listed in Administrative Rule), they are not legally allowed to transport patients.

If you have ALS personnel, RNs, LPNs, etc. who you cannot find when searching for their name to add them to your service's Personnel list, please send their information (first/last name, license level, and SD license number) to [Lance.Iversen@state.sd.us](mailto:Lance.Iversen@state.sd.us) and I will add them to your service. For Driver's and Pilots, send me their first/last name and what they are, such as driver, pilot, other health care provider, non-healthcare provider, etc.

Having everything up-to-date in your Service account (including other base locations your service may have) will make the application process quick and easy and prevent delays in issuing your service your new license.

We developed a step-by-step guide for Service Directors, Assistant Directors and Operations Managers that will walk you through all the areas of the E-Licensing System. This is the direct link to the guide, which is located on the EMS Program's website: [https://doh.sd.gov/documents/EMS/E-Lic\\_ServiceLeadership-LMS-Instructions.pdf](https://doh.sd.gov/documents/EMS/E-Lic_ServiceLeadership-LMS-Instructions.pdf)

### Ambulance Permit Sticker Placement (ground vehicles)

**44:05:04:06. Vehicle sticker display.** Each ground ambulance must display the vehicle registration sticker in the lower right-hand corner of the right rear window in the back door of the ground ambulance.

If your ambulance does not have a current permit sticker issued by the DOH – EMS Program applied to the vehicle as noted above in Administrative Rule, your ambulance is not permitted (legal) to transport patients.



Location if placing on exterior of window



Location if placing on interior of window

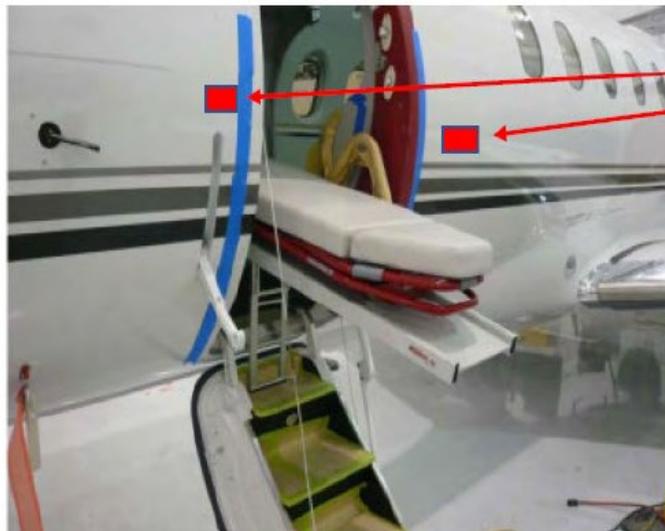


This is what the new vehicle/aircraft permit stickers will look like. They are regular stickers (not reversable adhesive ones like our old permit stickers were) and are numbered, which will be issued and registered to each of your vehicles/aircraft.

### Ambulance Permit Sticker Placement (aircraft)

**44:05:05:18. Permit display.** Permit decals must be affixed on the exterior of the aircraft near the cabin door or inside the aircraft window.

If your aircraft does not have a current permit sticker issued by the DOH – EMS Program applied to the aircraft as noted above in Administrative Rule, your aircraft is not permitted (legal) to transport patients.



Examples of Locations for Fixed-Wing Aircraft



Examples of Locations for Rotor-Wing Aircraft (either side)



This is what the new vehicle/aircraft permit stickers will look like. They are regular stickers (not reversable adhesive ones like our old permit stickers were) and are numbered, which will be issued and registered to each of your vehicles/aircraft.

## 2022 SDAA Conference (February 11-13, 2022 in Ft. Pierre)

South Dakota Ambulance Association

The SDAA started this conference with a pre-conference. One class was Certified Ambulance Documentation Specialist (CADS). This is a certified class on EMS documentation. Having providers in your agency with the CADS credential shows true commitment to quality care and top-notch documentation by your agency.

Along with the CADS class on Friday, SDAA offered a leadership class called Supervisor's Toolkit. Managing and leading people is one of the toughest things we are called to do in a business. There are strategies to make it easier and even enjoyable.

The conference started with Stephen Wirth, attorney, from Page, Wolfberg, & Wirth. This law firm specializes in EMS law. Steve has served in Emergency Medical Service for many years. He is a dynamic and sought-after speaker. He talked about "The Seven Deadly Sins", "Compliance Program?", and "Getting the Patient to Like You".

The SDAA committee talked about Medicaid Reimbursement and how to get more money back from Medicaid patients in South Dakota.

The American Ambulance Assn. (AAA) provided a presentation on Medicare Cost Reporting and how to fill out the audit form properly. Every ambulance will be audited by Medicare. This started last year and will continue for the next couple of years. If you need help, please contact the South Dakota Ambulance Association (SDAA) for assistance.

On Sunday, the conference wrapped up with the Health Care Coalition. Brain Hambeck talked about who they are and what they can do for EMS.

Shawn Fischer took the floor with the South Dakota Retirement. She is working to have EMS at a higher classification on the SD Retirement scale. If you have any questions, please contact Shawn Fischer for more information

The afternoon concludes with the Legislative Update and SDAA Business Meeting.



## 2022 EMS Day at the Capitol in Pierre on February 14, 2022

By Maynard Konechne



Back Row: Ron Hines-Huron; Doug Glover-Mitchell; Gary Longrack-Watertown; Brian Povondra-Rapid City; Scott Jounbloed-Watertown; Chuck Hanson-Selby; Gerald Knutson-Centerville; Jim Christensen-North Sioux City; Senator Bryan Breitling-Miller-District 23; and Lieutenant Governor-Larry Rhoden

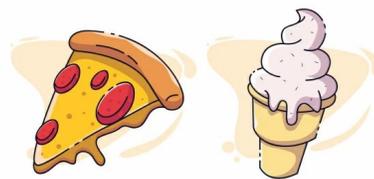
Middle Row: Charlie Klaudt-Viborg; Brian Hambeck-Spearfish; Jackie Conlon-Hot Springs; Scott Larson-Highmore

Front Row: Brent Long-Rapid City; Shawn Fischer-Sturgis; Nicole Negebauer-Armour; Brian Ring-Onida; Maynard Konechne-Kimball; Jackie Burke-North Sioux City; Aubriauna Diaz-Selby; Andy Binder-Spearfish; Elizabeth Verhey-Spearfish; Representative Sydney Davis-Burbank-District 17; Governor Kristie Noem

### Those in attendance of EMS Social on the evening of February, 14, 2022:

- 54 Legislators
- Lieutenant Governor
- 9-EMT's
- 8 Interns
- 6 Spouses and children
- 1 Health Department
- 1 Lobbyists
- 2 others

Total in attendance 82



## SD EMS Spotlight Service

Nicole Neugebauer — Douglas County Armour Ambulance

Douglas County Armour Ambulance started in 1970 after a new mortician moved to town. The ambulance has sustained itself through various trials. It is currently owned by the county and managed/ran by the county and hospital. We have seven active EMTs and three EVOC drivers. We are all volunteers and take pride in what we do.

This past year, we encountered various problems with our ambulance and decided we needed to purchase a new vehicle. Through a lot of hard work from our crew, we were able to raise \$127,000 in donations in four months. Our community is very supportive and our crew is committed to keeping our ambulance service alive and prosperous so that we can be available when needed.

DC Armour Ambulance does an average of 110 calls per year. This includes transfers to other higher-level facilities. We do monthly training, along with other specialized training throughout the state. We also provide training throughout the year, such as CPR in Schools, Stop the Bleed, Seat Belt Safety, Trauma Awareness, Bike Helmet safety, etc. We are currently the host location for the online Sanford EMT class and provide Practical training on Saturdays to 21 students in our area.

Our service is a member of the South Dakota Ambulance Association and our crew is all members of the South Dakota EMS Association. We are involved with the legislature to help guide and sustain EMS in SD for the future. Armour Ambulance received the 2021 EMS Volunteer Service of the Year Award at the EMS convention in October. We also received the 2021 Safety Award at the SDAA conference in February of this year. Awareness of EMS is very important to us, and we are available for any emergency need that arises.



## SD Human Trafficking

By South Dakota Department of Public Safety

### PREVENT HUMAN TRAFFICKING

Human trafficking is modern-day slavery. Traffickers use force, fraud, and coercion to control their victims. Any minor engaged in commercial sex is a victim of human trafficking.

#### Trafficking Red Flags to Look For:

- A person's lack of knowledge about their community or whereabouts
- Not in control of their own identification documents (ID/passport)
- Restricted or controlled communication; not allowed to speak for self
- Strange demeanor: fear, anxiety, depression, submissive, tense, nervous

#### Questions to Ask:

- Are you being paid?
- Are you being watched or followed?
- Are you free to leave? Can you come and go as you please?
- Are you physically or sexually abused?
- Are you or your family threatened? What is the nature of these threats?

#### Things to Note to File a Tip:

For law enforcement to open an investigation on your tip, they need "actionable information". Specific tips helpful when reporting to the hotline would include:

- Descriptions of cars (make, model, color, license plate number, etc.). Take a photo if you can.
- Descriptions of people (height, weight, hair color, age, etc.). Take a photo if you can.
- Specific times and dates (When did you see the event in question take place? What day was it?)
- Addresses and locations where suspicious activity took place

If you see a minor working or suspect pimp control, call the National Hotline and report your tip: [1-888-373-7888](tel:1-888-373-7888) (US) or text "Help" to 233733. Please do not approach traffickers. Call the hotline, and they will call the FBI and local police to help victims. Approaching traffickers is not only potentially dangerous; it could lead to problems in the eventual prosecution of traffickers.

#### For more information, visit:

- [National Human Trafficking Hotline](https://polarisproject.org/responding-to-human-trafficking/) - <https://polarisproject.org/responding-to-human-trafficking/>
- [Call To Freedom](https://calltofreedom.org/) (East River Resource) - <https://calltofreedom.org/>
- [Rally for the Challenge](http://rallyforthechallenge.com/) (West River Resource) - <http://rallyforthechallenge.com/>



SOUTH DAKOTA  
DEPARTMENT OF HEALTH

600 East Capitol Ave.  
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## South Dakota EMS Program

IMPROVE

SUPPORT

STRENGTHEN



## EMS Program Staff Contacts

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## Websites

[EMS Program Website](#)  
[SD Dept. of Health Website](#)  
[Trauma Program Website](#)  
[E-Licensing Website](#)  
[South Dakota Govt. Website](#)